

PRIVACY STATEMENT – CASTROL CRB WHATSAPP

This privacy statement explains who we are, what information we collect about you, how we use it, who we share it with, the lawful basis of the processing, how long we retain it, as well as other details of the processing of your data, in relation to your participation in the Castrol CRB WhatsApp.

INFORMATION ABOUT THE DATA FIDUCIARY

Castrol India Limited, Technopolis Knowledge Park, Mahakali Caves Road, Andheri (East), Mumbai 400093, Maharashtra (“Castrol”, “we”, or “us”), will be responsible for the processing of your personal data as described in this Privacy Statement and will act as the fiduciary of such information.

COLLECTION & USE OF THE PERSONAL DATA

In order to facilitate your participation in Castrol CRB WhatsApp, we collect the following information about you: phone number used for WhatsApp registration, your WhatsApp username and profile picture, your name, vehicle type, and your general location identified by pincode/ geotag. If you choose not to provide these personal data, we may not be able to offer some of our services to you. Your personal data will only be collected and used for the purposes of

- sending you OTPs, offers and other marketing communications related to product offers, launches, advertisements, schemes, etc;
- sending you push notification arising from our platforms and website related to your offers, bookings, service status, points/rewards, bank account/ identity/mobile number verification, T&C updates etc;
- sending you the products purchased and communicating with you; and
- conducting analytics based on metadata such as your purchase history and redemption history.

We rely on the legal basis of consent to process your data. To withdraw your consent, please follow the subscription instructions received in the message from Castrol CRB WhatsApp chat. We will stop sending you messages and delete your information within a reasonable period of time.

Where applicable, we may use cookies (and similar technologies e.g. web beacons, pixels, tags, and JavaScript) to collect information about your use of the website, such as using your IP address to log your visit to our website. You can set your browser to refuse all or some browser cookies or to alert you when cookies are set or accessed. If you disable or refuse cookies, please note that some parts of this campaign site may become inaccessible or not function properly. To learn more about cookies, you may visit the following third-party website: www.allaboutcookies.org.

RECIPIENTS OF THE PERSONAL DATA

Your personal data may be disclosed to third party service providers we work with in order to administer the conference. Disclosures to third-party service providers acting on our behalf will be subject to contractual clauses to ensure that the third parties have appropriate technical and organizational privacy and security protections in place. A copy of these clauses is available upon request.

We also reserve the right to disclose your personal data as required by law, or when disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, request from a regulator or any other legal process served on bp or Castrol. Where applicable, this includes our obligation to comply with any local advertising standards authority's requirement to publish or make available on request the name and county of prize winners. Such disclosure will be done in accordance with our T&Cs and will contain no other information than the first name, surname, and county of the winner.

TRANSFER OF THE PERSONAL DATA OUTSIDE OF THE EEA

Where applicable, Castrol may disclose your personal data to other BP entities that may be located outside of the EEA. Where this is the case, your personal data shall remain at all-time protected under BP's comprehensive, flexible, and global compliance framework which implements appropriate measures and safeguards (including EU standard contractual clauses) to ensure that your personal data is protected in accordance with applicable data protection laws.

RETENTION PERIOD

How long we will hold your personal data will vary based on the purpose for which we are using it. We calculate the retention period based on the time the personal data is needed to: (a) fulfil the purposes described in this Privacy Statement, (b) meet the timelines required or recommended by regulatory authorities, professional bodies, or associations, (c) comply with applicable laws, legal holds, and other legal obligations (including contractual obligations), and (d) comply with your requests.

DATA SUBJECT RIGHTS

You are afforded all of the rights set out below:

- Access to your personal data. Where applicable, you are entitled to receive a copy of personal data we hold about you.
- Correction of the personal data that we hold about you. You may request that we correct any incomplete or inaccurate data we hold about you, though we may need to verify the accuracy of the new data you provide to us. It is important that the personal data we hold about you is accurate and current.
- Erasure of your personal data. You may request that we delete or remove personal data where there is no overriding reason for us to continue to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we have processed your personal data unlawfully or where we are required to erase your personal data to comply with our legal obligations.
- Withdraw consent. Withdrawal will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

- Right to seek redress for grievances.
- Right to appoint a nominee to exercise rights in case of death or incapacity.
- Right to complain to your supervisory authority. We are committed to working with you to obtain a fair resolution of any complaint about our use of your information. You may make a complaint to our privacy teams (including relevant data protection officers) by using the email below.

If you would like to exercise any of your privacy rights, please email on customercare.india@castrol.com or contact on toll free numbers: 1800-222-100 or 1800-209-8100.

CHANGES TO THIS PRIVACY STATEMENT

We review this Privacy Statement regularly and may modify it from time to time. This Privacy Statement was last updated in February 2025.